

Saint Paul Regional Water Services

Supply Systems Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Classification Titles	Supply Systems Supervisor I (formerly Watershed Supervisor I) Occ. Code 387B B.U. 10, Grade 036 Salary Info	Supply Systems Supervisor II (formerly Watershed Supervisor II) Occ. Code 388B B.U. 10, Grade 038 Salary Info
General Duty Statement	<p>Performs responsible supervisory work in protecting, maintaining and improving the lands and watersheds, the supply and storage system, forests, grounds, and other properties of the Water Utility. Schedules, assigns, and reviews the work of assigned crews. Supervises the improvement and maintenance of forests, miscellaneous structures, supply and storage systems, and grounds. Maintains records, prepares progress reports including reports on the conditions of the properties and works, tools and equipment, and the control of lake storage and conduit flows. Performs related duties as required.</p>	<p>Performs responsible supervisory work planning, directing and coordinating the work of crews engaged in protecting, maintaining and improving the lands and watersheds, the supply and storage system, forests, grounds and other properties of the Water Utility. Plans and monitors work projects and assigns personnel to crews. Plans and coordinates the improvement and maintenance of the forests, miscellaneous structures, treatment and purification of lake water, supply and storage systems, and grounds. Inspects properties and uses information as a basis for long range planning. Recommends purchases of all supplies and equipment for the unit. Supervises the maintenance of records including the prompt reporting of conditions of the properties and works, tools and equipment, lake storages and conduit flows, worker and equipment time and work progress. Performs related duties as required.</p>
Supervision Received	<p>Works under the general supervision of a unit, division, or department director.</p>	<p>Works under the general supervision of a unit, division, or department director.</p>
Supervision Exercised	<p>Exercises technical, general, and/or administrative supervision over assigned staff.</p>	<p>Exercises general and/or technical supervision through lower-level supervisors, professional, technical, and administrative support employees</p>

Saint Paul Regional Water Services

Supply Systems Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Shared Competencies	Supply Systems Supervisor I	Supply Systems Supervisor II
<p style="text-align: center;">Technical Expertise, Technology Used, and Work Methods</p>	<p>Demonstrates a full understanding of the full range of work methods, procedures, techniques, materials, and equipment used in protecting, maintaining and improving the lands and watersheds, the supply and storage system, forests, grounds, and other properties of Saint Paul Regional Water Services. Demonstrates an ability to apply this understanding in identifying and resolving the more complex problems associated with the work.</p> <p>Demonstrates an understanding of the full range of state and city laws, ordinances, rules, regulations, and Saint Paul Regional Water Services Department operating procedures governing water supply management. Demonstrates an ability to identify the full range of risks and liability implications associated with the work and take appropriate action to minimize those risks. Demonstrates an understanding of established safety practices and equipment care procedures and demonstrates an ability to instruct others in such practices and procedures.</p> <p>Demonstrates an understanding of the operation of various tools and equipment used in watershed maintenance activities and keeps current on advancements in same. Demonstrates an ability to evaluate technological needs and recommend the appropriate tools and equipment to meet those needs. Demonstrates an ability to manage and lead staff involved in applying same.</p> <p>Demonstrates an understanding and an ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>	<p>Demonstrates an advanced understanding of the full range of work methods, procedures, techniques, materials, and equipment used in planning, directing and coordinating the work of crews engaged in protecting, maintaining and improving the lands and watersheds, the supply and storage system, forests, grounds and other properties of Saint Paul Regional Water Services Demonstrates an ability to apply this understanding in identifying, evaluating, and resolving the more complex problems associated with the work.</p> <p>Demonstrates an expert understanding of the full range of state laws and city ordinances, rules, regulations and Saint Paul Regional Water Services Department operating procedures governing water supply management. Demonstrates an understanding of established safety practices and equipment care procedures. Demonstrates an ability to identify the full range of risks and liability implications associated with the work and take appropriate action to minimize those risks. Demonstrates an ability to ensure the implementation of such practices and procedures.</p> <p>Demonstrates a full understanding and an advanced ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>

Saint Paul Regional Water Services

Supply Systems Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Shared Competencies	Supply Systems Supervisor I	Supply Systems Supervisor II
<p>Project and Program Management, Prioritization, Planning, and Finances</p>	<p>Demonstrates an ability to prioritize own work and the work of others, coordinate water system maintenance activities, and effectively plan and manage multiple complex assignments that may have changing priorities.</p> <p>Demonstrates an ability to direct the implementation of work plans, protocols, standards, and appropriately define and measure results. Demonstrates an ability to prepare reports and maintain data for the assigned work activities.</p> <p>Demonstrates an ability to collect and compile budget information and provide cost estimates.</p>	<p>Demonstrates an ability to direct the development and implementation of work plans, protocols, standards, and appropriately define and measure results.</p> <p>Demonstrates an expert ability to prioritize own work and work of others within the established deadlines and coordinate water system maintenance activities Demonstrates an ability to expertly plan and manage multiple, complex projects that may have changing priorities.</p> <p>Demonstrates an ability to collect and compile budget information, provide cost estimates, and monitor and manage funds allocated to the function supervised.</p>
<p>Communication</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact in a tactful and persuasive manner.</p> <p>Demonstrates an ability to produce written materials that are easily understood by the intended audience/reader.</p> <p>Demonstrates an ability to effectively interact with all levels of management, employees, and the general public.</p> <p>Demonstrates an ability to educate individuals or groups on safety and/or work-related issues. Demonstrates an ability to schedule and provide required training for crew members and co-workers.</p> <p>Demonstrates an ability to understand and respect the diversity of customers and coworkers, and effectively communicate with groups and in one-on-one situations, including individuals whose first language may be one other than English.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact in a tactful and persuasive manner.</p> <p>Demonstrates an ability to produce written and visual materials that are easily understood by the intended audience/reader. Demonstrates an ability to represent the department as designated.</p> <p>Demonstrates an advanced ability to effectively interact with all levels of management, employees, and the general public.</p> <p>Demonstrates an advanced ability to understand and respect the diversity of customers and coworkers, and effectively communicate with groups and in one-on-one situations, including individuals whose first language may be one other than English.</p>

Saint Paul Regional Water Services

Supply Systems Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Shared Competencies	Supply Systems Supervisor I	Supply Systems Supervisor II
<p style="text-align: center;">Teamwork, Leadership, and Management</p>	<p>Demonstrates effective leadership of an assigned functional area in accordance with the mission and vision of the Department.</p> <p>Demonstrates an ability to provide effective work direction to subordinate employees by promoting the desired work behaviors.</p> <p>Demonstrates an ability to supervise diverse work groups, facilitating the group problem-solving process, recognizing positive results, managing conflict, and negotiating for satisfactory outcomes.</p> <p>Demonstrates an ability to work collaboratively with other units within Saint Paul Regional Water Services to meet the water production maintenance needs of the Department.</p>	<p>Demonstrates effective leadership by providing appropriate work direction to subordinate employees, promoting the mission and vision of the unit and the City, reinforcing desired work behaviors, and encouraging the creation of a positive work environment for assigned staff. Demonstrates the ability to facilitate the group problem-solving process, recognizing positive results, managing conflict, evaluating development needs, and negotiating satisfactory outcomes.</p> <p>Demonstrates an ability to effectively interact with all levels of management, diverse work groups, and the general public.</p> <p>Demonstrates an ability to understand and respect the diversity of customers and coworkers, and to effectively communicate with groups and in one-on-one situations.</p> <p>Demonstrates an ability to direct, coach, and supervise subordinate supervisors to achieve desired end results.</p>
<p style="text-align: center;">Customer Service</p>	<p>Demonstrates an advanced understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement. Demonstrates respect for the diversity of customers, both internal and external. Demonstrates a commitment to continuously improve customer service.</p>	<p>Demonstrates an expert understanding of the mission and vision of the organization and the associated SPRWS' customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement. Demonstrates respect for the diversity of customers, both internal and external. Demonstrates the ability to direct service planning activities to continuously improve customer service.</p>

Saint Paul Regional Water Services

Supply Systems Supervisor Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Requirements		
Education, Certificates, and Registrations	Supply Systems Supervisor I (formerly Watershed Supervisor I) Occ. Code 387B B.U. 10, Grade 036	Supply Systems Supervisor II (formerly Watershed Supervisor II) Occ. Code 388B B.U. 10, Grade 038
	<p>High School Diploma or General Education Development Certificate (GED). Must obtain twelve (12) college semester credits, three (3) college semester credits must be in supervisory management, within three (3) years of appointment.</p> <p>Acceptable college semester credits include: Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must have three (3) years of work experience as a Water Utility Worker I in the Supply unit or equivalent.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>High School Diploma or General Education Certificate (GED). Must have twelve (12) college semester credits, three (3) college semester credits must be in supervisory management.</p> <p>Acceptable college semester credits include: Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must have four (4) years of experience as a Watershed Supervisor I in Supply unit or equivalent.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p>Note: Individuals currently holding the Supply Systems Supervisor I, formerly Water Maintenance Supervisor) clad title as of September 2, 2008 are not required to obtain the twelve (12) semester credits, with three (3) college semester credits must be in supervisory management, until December 2011 to compete for the a Supply Systems Supervisor II opening.</p>

I:\HR-Competencies\Pilot.Projects.&.Non-Pilot Projects\Water-Supply Systems Supervisors\Supply Systems Supervisors Competency Matrix effective 1-8-09.doc